**Machines connection service**

# M2Me_Connect

**Version 1.43**

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**User guide**

**Document reference : 9017809-04**

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The M2Me_Connect service is provided by


# ETIC TELECOM

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APPENDIX 1 : CHECK-LIST

# 1 Delivery content

The M2Me_Connect CD includes the following parts :

The M2Me_Secure connection software.

An X509 authentication certificate (.p12 file).

The documentations of the service and also of the various RAS-routers manufactured by ETIC TELECOM.

# 2 M2Me_Connect Overview

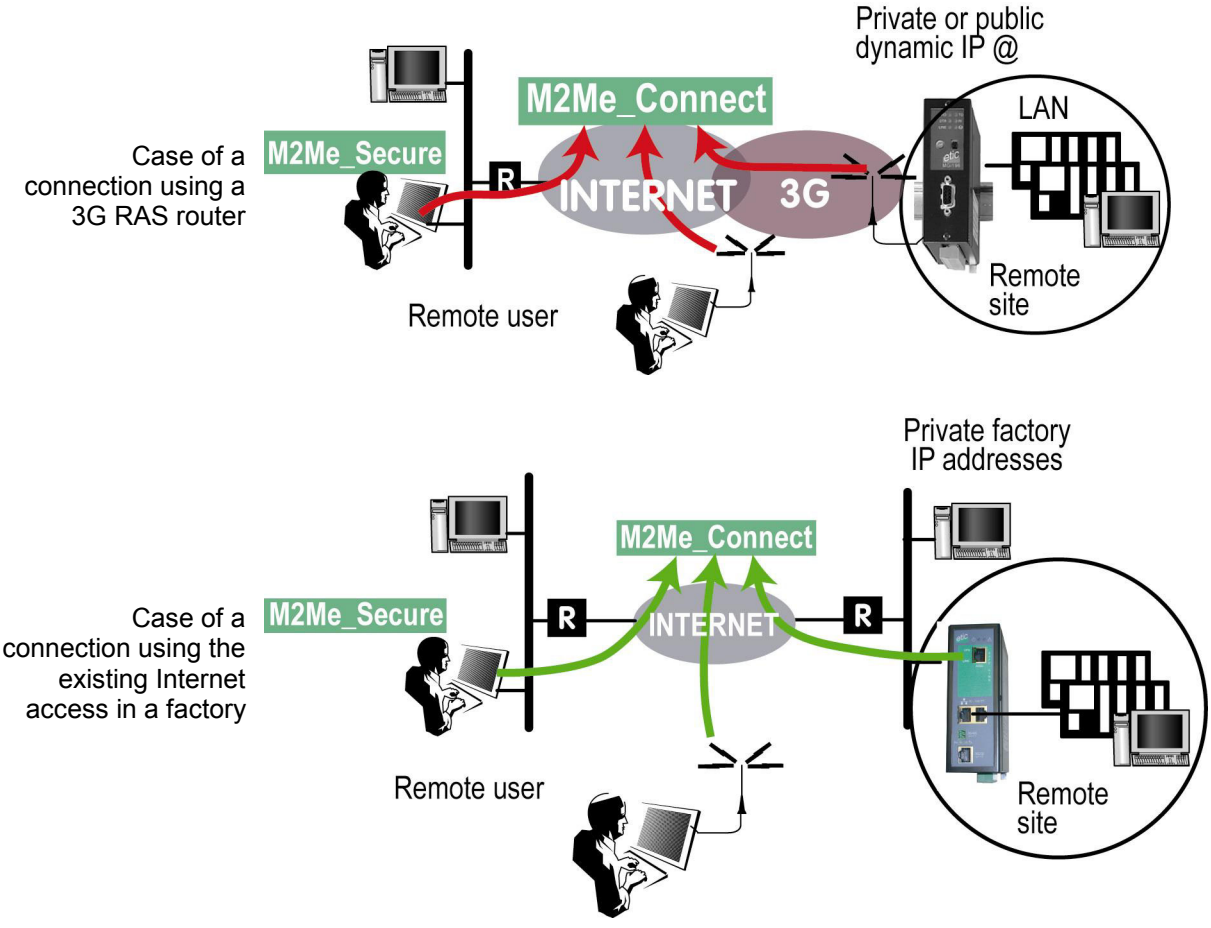
## 2.1 Functions provided by the M2Me_Connect service

The M2Me_Connect service is specially efficient for remote maintenance of automated systems.

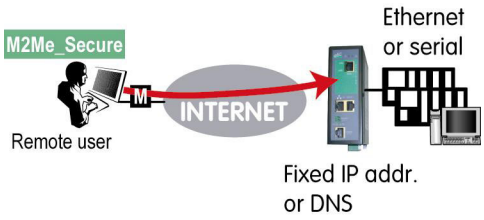
The M2Me_Connect service makes possible to set a secure connection between

- A remote maintenance PC on one hand,
- and an Ethernet or a serial Machine network on the other hand through the Internet.

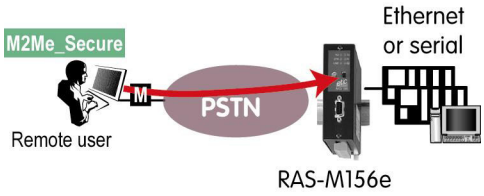
The M2Me_Connect service makes that connection possible and easy even if the IP addresses of the PC on one hand and of the Machine network on the other hand are private.



**Internet direct connection :**
If the remote site RAS-router is directly connected to the Internet with a public fixed or dynamic IP address for instance, or at least with a public dynamic IP address, the M2Me_Secure software allows to connect the PC directly to the RAS-router with a TLS secure connection.




**PSTN connection** :
If the remote RAS-router is not connected to the Internet but to the telephone network (RAS-M156e), the M2Me_Secure software allows to connect the PC directly to the RAS-router with a PPP connection through the PSTN using the modem of the PC.



## 2.2 How to use the M2Me_Connect service

- The PC must subscribe to the M2Me_Connect service.
- The PC must run either Windows 2000 or XP or Seven 32 bits or 64 bits.
- The M2Me_Secure software and the X509 certificate delivered with the software must be installed on the PC.
- The remote machine must be connected to a RAS-router compatible with the M2Me_Connect service.
- Both the PC and the RAS-router must have an access to the Internet and must have the right to set an outgoing TLS VPN connection either over UDP or TCP.

## 2.3 How it works

**1 step : VPN connection to the service**

The PC on one side, and the RAS on the other side set a VPN to the M2Me_Connect service.

Their certificate are checked by the M2Me_Connect server which manages the certificate data base.

**2nd step : End to end connection from the PC to the RAS**

The PC establishes an end to end safe connection with the RAS.

That connection can only be established

- If the product key of the RAS has been stored in the M2Me_Secure machine list,

And

- If the login and password of the remote PC user has been stored in the User list of the RAS.

Once connected, an IP address of the machine remote network is automatically assigned to the PC.
The PC can exchange data with each device of the remote network as if it was directly connected to it.

It is only limited by the firewall of the RAS.

## 2.4 IP addresses

The IP address assigned to the remote maintenance PC (network A) can be a private IP address; it can be fixed or dynamic.

The PC can also be directly connected to the Internet through a wireless network like the GSM 3G network.

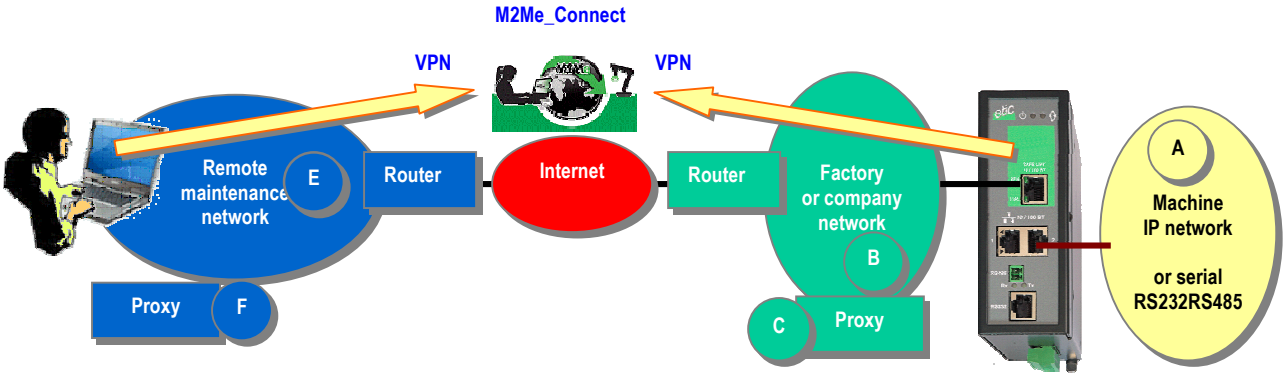
The IP addresses assigned to the devices belonging to the Machine network (network A) can also be private and fixed or dynamic.

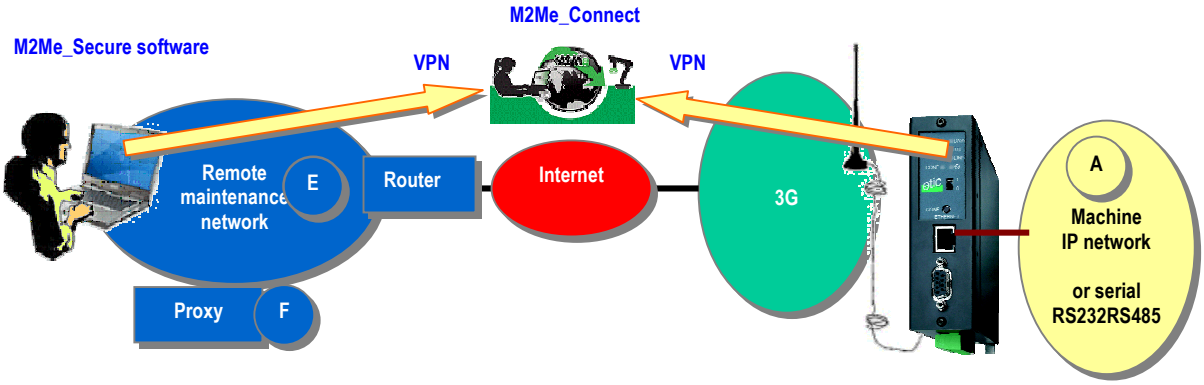
The IP domain of the Machine network (network A) must respect the following rules :

**1/ The Machine IP network (network A) must be different from the Factory or Company IP network (network B).**

**2/ The Machine IP network (network A) must be different from the remote maintenance IP network (network E).**

**Remark : The IP domains of the network B and of the network E can be the same.**




We give hereafter some examples :

| | Index | IP address | Netmask |
|---|---|---|---|
| Machine network | A | 192.168.1.0 | 255.255.255.0 |
| Factory network | B | 192.168.2.0 | 255.255.255.0 |
| Remote maintenance network | E | 192.168.3.0 | 255.255.255.0 |

| | Index | IP address | Netmask |
|---|---|---|---|
| Machine network | A | 192.168.1.0 | 255.255.255.0 |
| Factory network | B | 192.168.2.0 | 255.255.255.0 |
| Remote maintenance network | E | 192.168.2.0 | 255.255.255.0 |

## 2.5 Connection security

The M2Me_Connect service provides a high level of security.

**Subscriber restricted group :**
A PC can connect to the M2Me_Connect service only if its X509 certificate has been stored in the M2Me_Connect server.
No intruder can connect to the m2Me_Connect service.

**PC & machine authentication :**
The PC can establish an end to end connection with a RAS only if the RAS product key has been stored in the M2Me_Secure.
A PC cannot establish a connection with a RAS belonging to another user of the M2Me_Connect service.

**Remote user rights limitation :**
The remote user Id and password are checked by the RAS in comparison with the user-list stored in the RAS.

The domain to which the remote user can connect is limited by the RAS according to the remote user Identity.

A remote user can connect only to the authorized devices according to his login an password. Moreover, he cannot connect remotely to the factory network according to the drawing at the previous page).

**End to end Encryption :**
The data which are transmitted are encrypted by the PC on one hand and by the RAS on the other hand.
The data flow cannot be spied neither from the Internet nor inside the M2Me_Service server.

# 1 Installing the M2Me_Software

The M2Me_Secure software can be installed on a PC running Windows XP, or Seven 32 or Sven 64

## 1.1 Installing M2Me_Secure over Window XP

### 1.1.1 Starting the installation process

- Insert the M2ME_Secure software CD.
- Browse the CD and choose the English folder.
- Click the Setup icon.

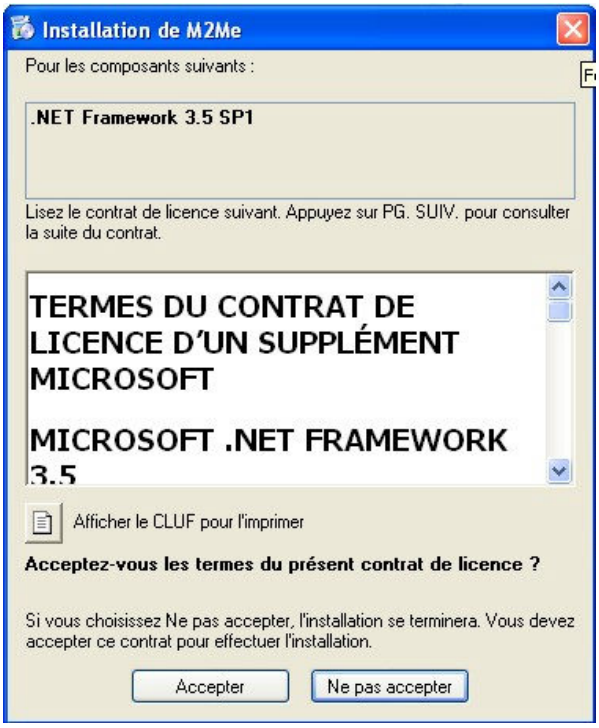
### 1.1.2 Microsoft.net framework 3.5 component installation

If the Microsoft.net framework 3.5 component is not available inside the PC, the installation process is immediately interrupted.

The license window is displayed.

- Click « Accept ».

The microsoft component is automatically downloaded from the Internet.

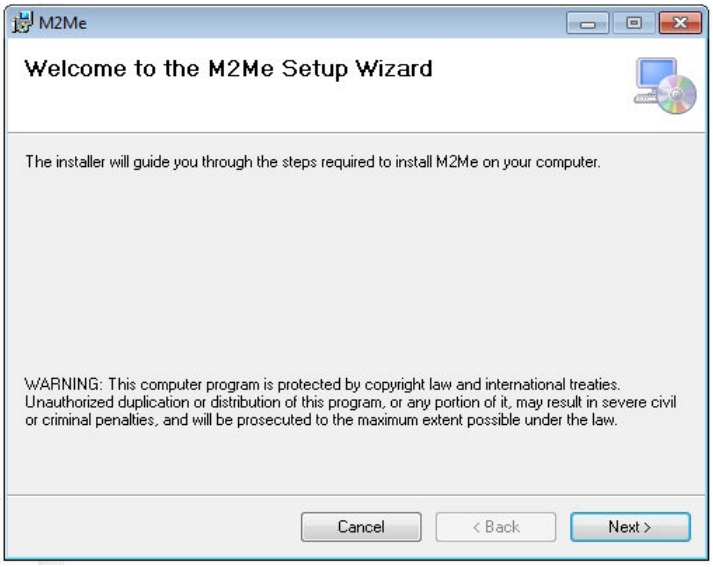

Installation de M2Me
Pour les composants suivants :
.NET Framework 3.5 SP1
Lisez le contrat de licence suivant. Appuyez sur PG. SUIV. pour consulter la suite du contrat.
TERMES DU CONTRAT DE LICENCE D'UN SUPPLÉMENT MICROSOFT
MICROSOFT .NET FRAMEWORK 3.5
Afficher le CLUF pour l'imprimer
Acceptez-vous les termes du présent contrat de licence ?
Si vous choisissez Ne pas accepter, l'installation se terminera. Vous devez accepter ce contrat pour effectuer l'installation.
Accepter
Ne pas accepter

If the PC is not connected to the Internet, or if the download process has not been successful, the framework 3.5 component is available in the « M2Me_Connect » CD.

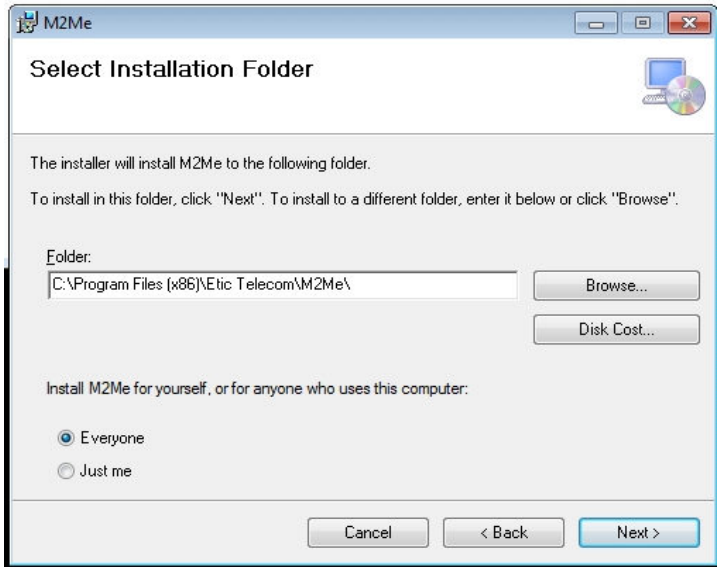
- Select the « M2Me_Connect » CD.
- Click the « dotnetfx» folder, and then the « dotNetFx35setup.exe » icon.
- Once finished, start the PC again and click the Setup icon of the M2Me CD to go on with the installation of the M2Me_Secure.

### 1.1.3 Going on with the installation of M2Me_Connect

The installation window is displayed.


M2Me
Welcome to the M2Me Setup Wizard
The installer will guide you through the steps required to install M2Me on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

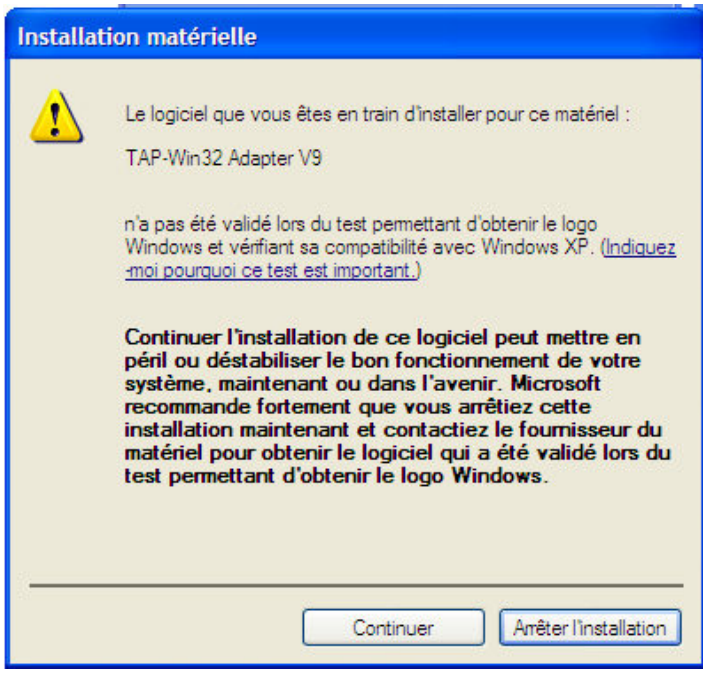
- Click “Next”.


M2Me
Select Installation Folder
The installer will install M2Me to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files (x86)\Etic Telecom\M2Me\
Browse...
Disk Cost...
Install M2Me for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >

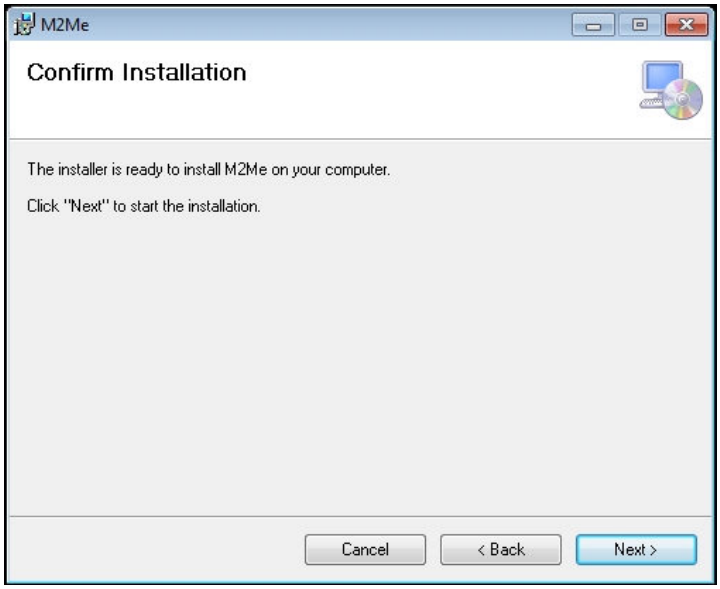
- Select the installation location and click “Next”.
- Confirm; the installation will start.

During the Installation process, a Warning window may be displayed indicating that some components are not certified by Microsoft.

- Click “Continue” each time the Warning window is displayed.


Installation matérielle
Le logiciel que vous êtes en train d'installer pour ce matériel :
TAP-Win32 Adapter V9
n'a pas été validé lors du test permettant d'obtenir le logo Windows et vérifiant sa compatibilité avec Windows XP. (Indiquez-moi pourquoi ce test est important.)
Continuer l'installation de ce logiciel peut mettre en péril ou déstabiliser le bon fonctionnement de votre système, maintenant ou dans l'avenir. Microsoft recommande fortement que vous arrêtiez cette installation maintenant et contactiez le fournisseur du matériel pour obtenir le logiciel qui a été validé lors du test permettant d'obtenir le logo Windows.
Continuer
Arrêter l'installation

- Once the installation is finished, click “Close ”.


M2Me
Confirm Installation
The installer is ready to install M2Me on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

**The M2Me icon is displayed on the desktop.**

**Two networks connections named “TAPWIN32 V9” and “TAPWIN32 V9 #2” have been created.**

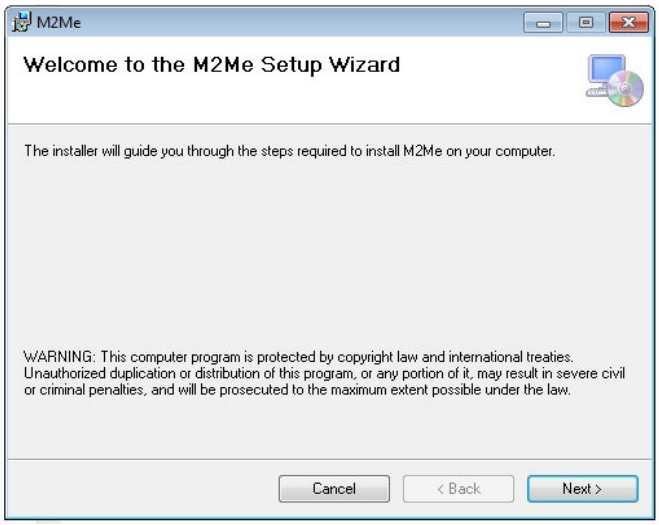
## 1.2 Installing M2Me_Secure over Windows Seven 32 and Seven 64

Before starting the installation, check you have the appropriate level of right to install a new software on the PC.

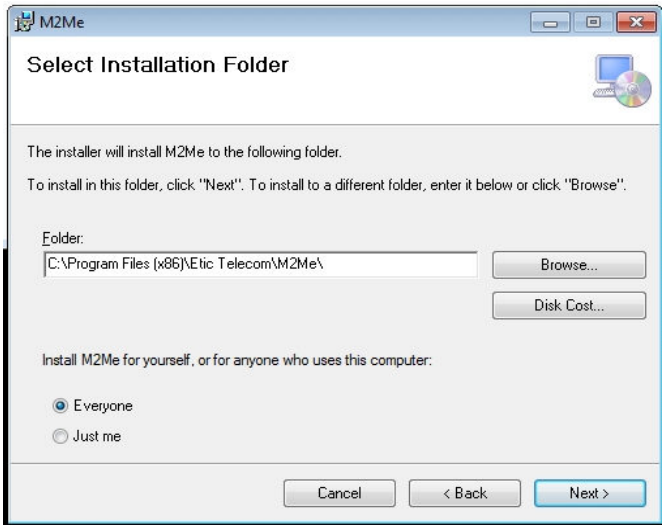
### 1.2.1 Software installation

- Insert the M2Me_Secure software CD.
- Browse the CD; choose the English folder.
- Click the “Setup” icon or the M2Me icon

The installation windows is displayed.

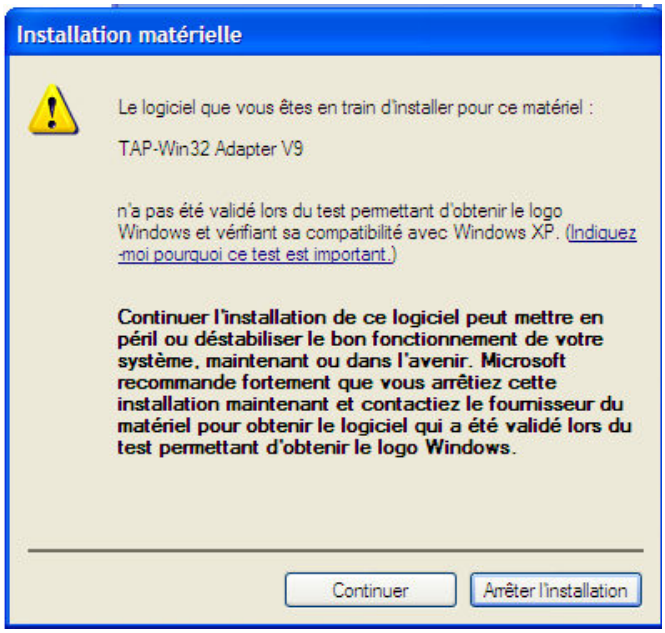

M2Me
Welcome to the M2Me Setup Wizard
The installer will guide you through the steps required to install M2Me on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

- Click “Next”.
- Select the installation location and click “Next”.
- Confirm; the installation will start.

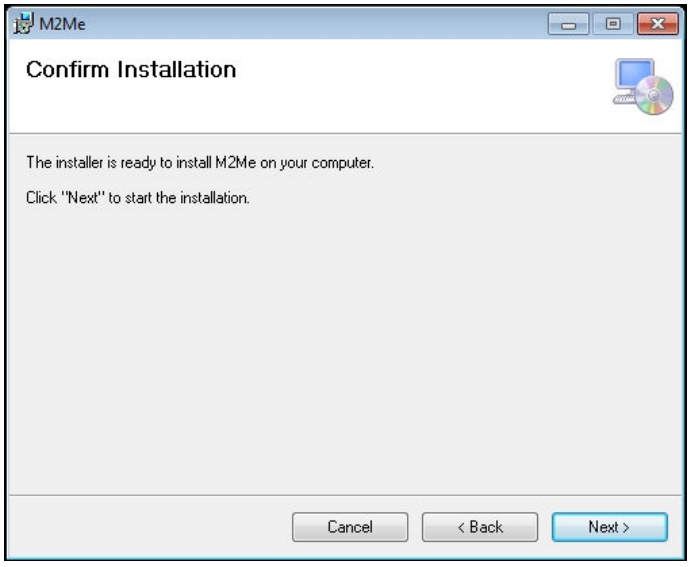

M2Me
Select Installation Folder
The installer will install M2Me to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files (x86)\Etic Telecom\M2Me\
Browse...
Disk Cost...
Install M2Me for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >

During the Installation process, a Warning window may be displayed indicating that some components are not certified by Microsoft.

- Click “Continue” each time the Warning window is displayed.

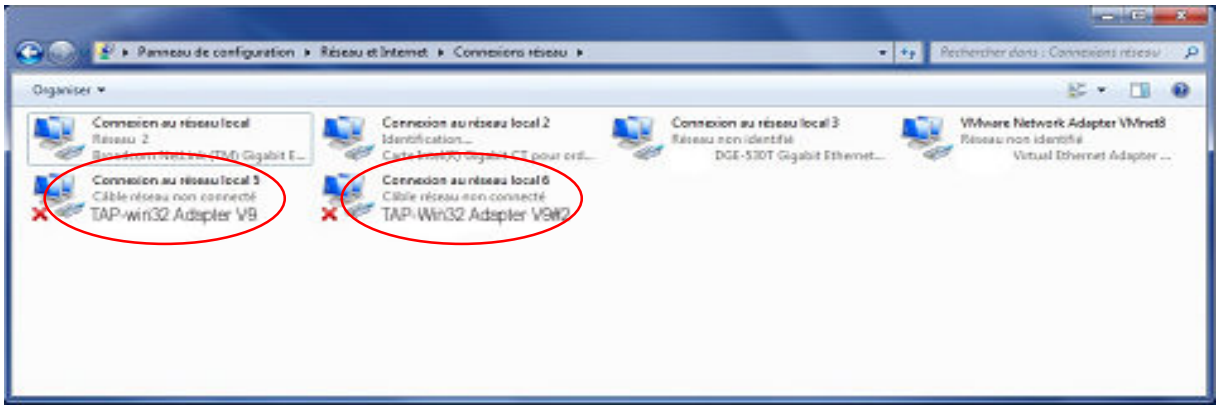

Installation matérielle
Le logiciel que vous êtes en train d'installer pour ce matériel :
TAP-Win32 Adapter V9
n'a pas été validé lors du test permettant d'obtenir le logo Windows et vérifiant sa compatibilité avec Windows XP. (Indiquez-moi pourquoi ce test est important.)
Continuer l'installation de ce logiciel peut mettre en péril ou déstabiliser le bon fonctionnement de votre système, maintenant ou dans l'avenir. Microsoft recommande fortement que vous arrêtiez cette installation maintenant et contactiez le fournisseur du matériel pour obtenir le logiciel qui a été validé lors du test permettant d'obtenir le logo Windows.
Continuer
Arrêter l'installation

- Once the installation is finished, click “Close ”.


M2Me
Confirm Installation
The installer is ready to install M2Me on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

**The M2Me icon is displayed on the desktop.**

**Two networks connections named “TAPWIN32 V9” and “TAPWIN32 V9 #2” have been created.**

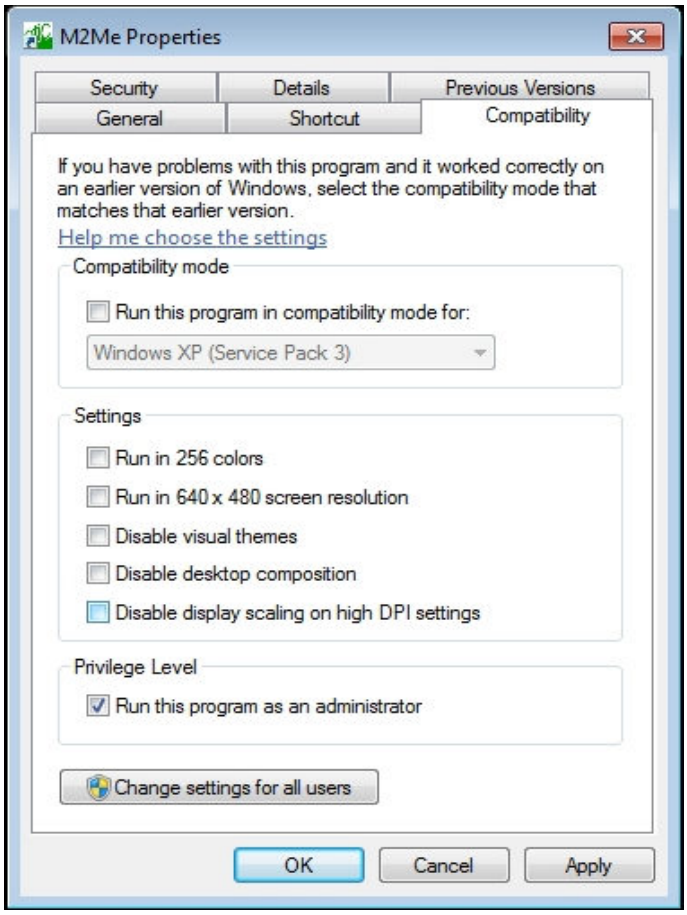


### 1.2.2 Changing the PC user Privilege level

Because the PC sets a VPN to the M2Me_Connect service, the user has to be registered as a Windows administrator to be able to launch the M2Me_Secure software.

**To register the user as an administrator,**

- Right click the M2Me icon,
- Select the “properties” option.
- **s**elect “Run this program as an administrator” in “Privilege level”.


M2Me Properties
Security
Details
Previous Versions
General
Shortcut
Compatibility
If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version.
Help me choose the settings
Compatibility mode
Run this program in compatibility mode for:
Windows XP (Service Pack 3)
Settings
Run in 256 colors
Run in 640 x 480 screen resolution
Disable visual themes
Disable desktop composition
Disable display scaling on high DPI settings
Privilege Level
Run this program as an administrator
Change settings for all users
OK
Cancel
Apply

## 2 X509 certificate installation

The PC authenticates to the service with an X509 certificate.
It must be installed in the PC.

That certificate is provided by ETIC Telecom.
It is stored in the M2Me_Connect CD.

- Launch M2Me_Secure (double click if you are an administrator, if you are not, right click and select “Run as administrator”)

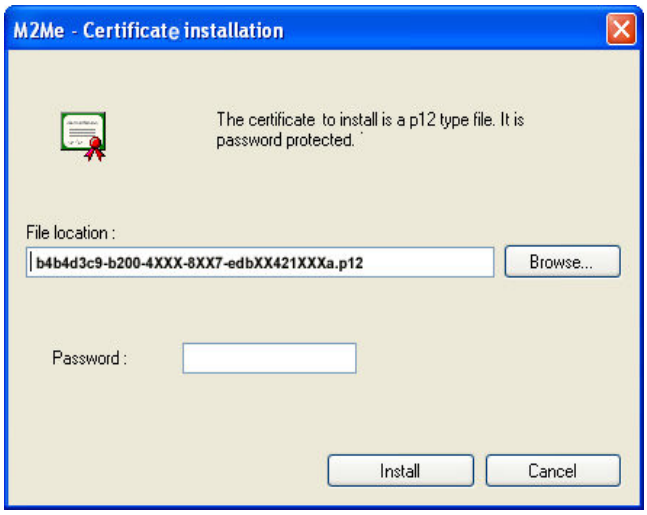
The “Certificate Warning window” is displayed.

M2Me - Certificate
You have not yet installed a certificat. This one is mandatory in order to connect to M2Me_Connect service.
Install now...
Later
Never show this hint again

- Click the « Install now » button.

The “Certificate window” is displayed.

- Select the « Certificate » folder inside the M2Me_Connect CD .
- Select the file « xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx.p12 ».
- **Enter the password « etic ».**
- Click « Install » and then « Close ».




**Remark :**

Store the CD properly, because it contains the certificate. It will be necessary If you need to install the certificate again, after crashing a hard disk for instance.

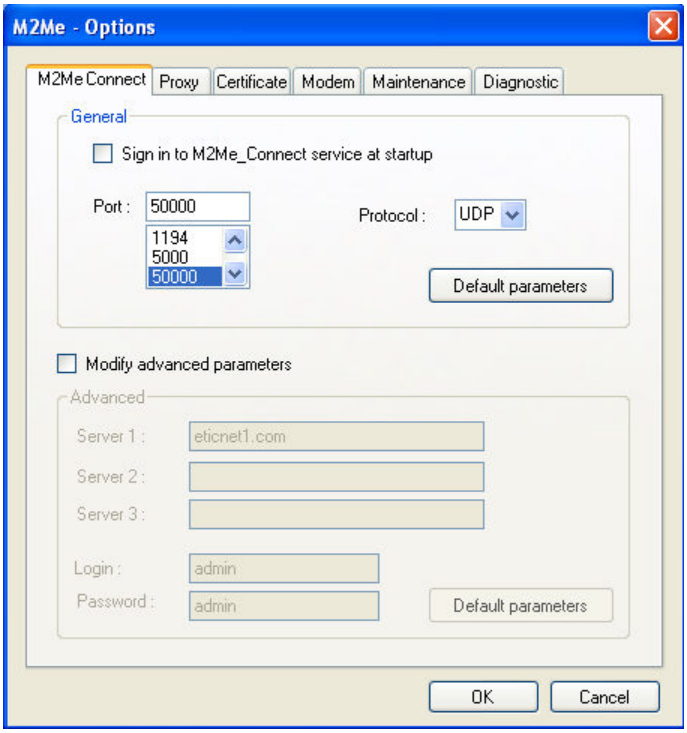
If you have lost the certificate, call our hotline.

- Launch M2Me_Secure.
- Enter the user name and the password.

**Attention :** That user name and password are checked by the RAS ; they must be stored in the user list of the RAS otherwise the connection will not be accepted.

To setup the connection to the M2Me_Connect service, click “Menu” and then “Option”.

The Configuration window is displayed. It shows five tabs.




**The “M2Me” tab** allows to set-up the parameters of the VPN connection to the M2Me_Connect service.

**The « Proxy » tab** allows to register the parameters of the Proxy server eventually installed on the local network.

**The «Certificate» tab** allows to display the stored certificate characteristics or to store a new certificate.

**The « Modem» tab** allows to declare a PSTN modem if direct PSTN connection to a remote site is required.

**The « Maintenance» tab** allows to declare the location where the remote sites directory is stored and to save/restore the remote sites directory.

**The « Diagnostic » tab** allows to trace the connection if required.

## 1 M2Me_Connect connection

- Select the M2Me_Connect tab. And set the parameters as follows :

**"Sign in to M2Me_Connect service at startup" check box**
Tick that checkbox if you wish that the PC connects automatically to the M2Me_Connect service as soon as the software is launched.

**« Protocol » and "port number" parameter :**
The VPN connection from the PC to the service is a TLS connection.
It can be encapsulated either inside the TCP or the UDP protocol .
Select the protocol UDP or TCP and the port number : 80, 443, 1194, 5000, 50000 or enter a port number between 50000 and 51000.

**«Modify advanced parameters » checkbox:**
Select that checkbox only on demand of our client department.

## 2 Proxy server

A proxy is an IP server connected to an IP network made to control the connections to the Internet.

That tab allows to enter the characteristics of the proxy server.

**« Use a proxy server" checkbox :**
Select the checkbox.

**« HTTP » or « SOCKS » parameters :**
Select one option or the other.

**« Address» & « Port » parameters :**
Enter the IP address of the proxy server and the port number to use to connect to the proxy server.

**«Login» & «password» parameters :**
Enter the login and password of the proxy server.

**Attention :** If a proxy server filters the connection to the Internet, the TCP protocol and the port number 443 will be used to connect to the M2Me_Connect service.

## 3 Certificate

If the certificate has not been installed previously, click the « Install a certificate » button and install the certificate.

The password is "etic".

## 4 Modem declaration

The M2Me_Secure software can also be used to connect the PC to a RAS -M156e (this is the reference of a product made for PSTN) directly through the PSTN.

If you wish to be able to use the modem of the PC and the PSTN to connect directly the PC to particular remote sites,

- Click the "Configure" button and select one modem among the ones which are available.

# 1 Launching M2Me_Secure

If the user has been previously registered as the PC administrator see chapter Installation, paragraph 1.2.2), just double click the icon to launch M2Me as usually.

If the user has not been previously registered as the PC administrator, right click the M2Me icon and select the “Run as administrator” option.

Enter the user name and the password.

**Attention :** That user name and password are checked by the RAS ; they must be stored in the user list of the RAS otherwise the connection will not be accepted.

# 2 M2Me_Secure main page overview

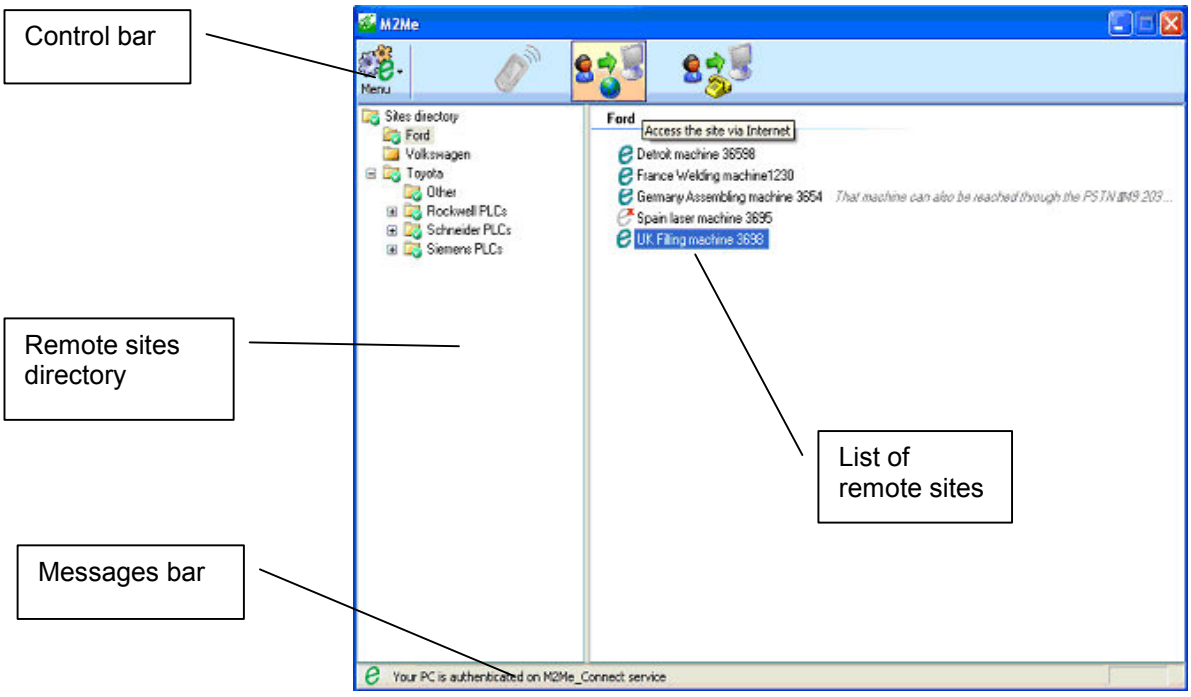
The main page of M2Me_Secure is displayed. It is divided in 4 parts :

**At the top,** a control bar to configure the M2Me_Secure and connect the PC to a remote site.

**On the left**, the remote site directory; it is a tree of folders. Each folder is a group of remote sites.

**On the right**, the list of the remote sites. It is the content of the selected folder.

**On the bottom**, a message bar to display the PC connection status.




A green e character is displayed in front of each remote site when it is connected to the M2Me_Connect Service.

A gray e character with a red cross is displayed in front of each site which are able to connect to the service but are not connected at the moment.

When no sign is displayed in front of a remote site, it means, it is not able to connect to the M2Me_Connect service. This situation occurs if a remote site is configured to be accessed only through the PSTN or directly with a public IP address and not through the M2Me_Connect service.

**Remark :**
When the M2Me_Secure is launched for the first time, a certain number of folders containing remote sites have already been registered. All that remote sites are located in our technical platform. They can be used for test purpose.

## 3 Creating remote sites

The M2Me_Secure main page displays a tree of folders. Each folder is a group of remote sites.

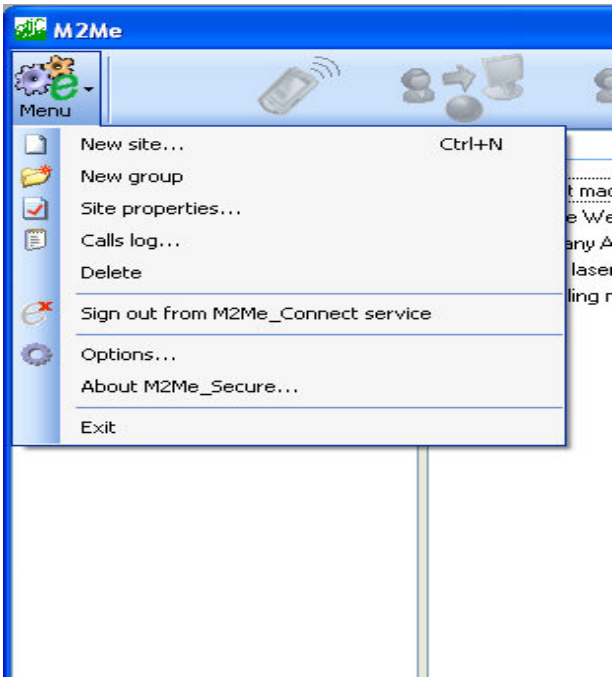
To connect a PC to a remote site, the remote site must be registered in the Remote sites directory.

**To create a group (a folder),**

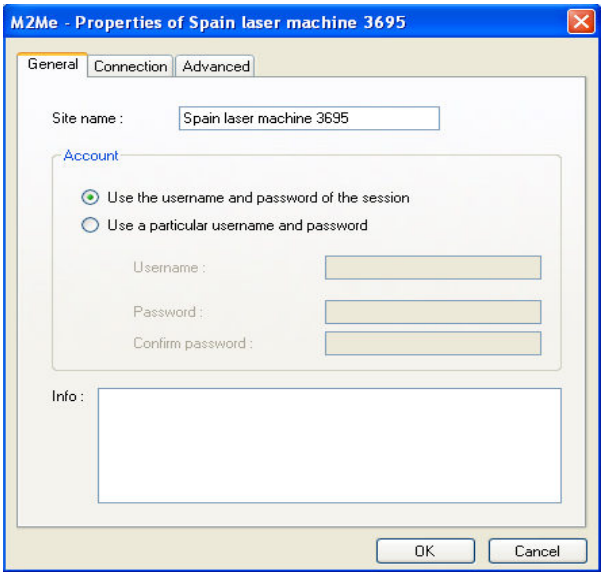
- Select the location of the directory where the group must be created.
- Click the “Menu” icon and then “New group”.
- Assign a label to the folder.

**To create a site,**

- Select the location where the site must be created in the directory.
- Click the “Menu” icon and then “New site”.



**The "site properties" window is displayed;** it includes three tabs :
« General », « Connection » and « Advanced ».




### 3.1 « General » tab

**« site name» parameter :**
Assign a label to the remote site.

**« Use the username and password of the session» checkbox**
If that checkbox is selected, the login and password entered just when launching the M2Me_Secure software are transmitted to the RAS when the PC connects.
Selecting that checkbox is advised.

### 3.2 « Connection » tab

**Select the « The site can be reached through Internet » checkbox.**

**Select the « The site can be reached through M2Me » checkbox.**

**« Product key » Parameter :**
Enter the « product key » code which identifies the remote RAS-router.

The "product key" can be copied from the menu ABOUT of the RAS-router/

# 4 Connecting the PC to a remote site using M2Me_Connect

The PC can be connected to a remote site through the M2Me_Connect service only if a green e character is displayed in front of that remote site label.

The connection is carried-out in two steps :

**1st step :** Connecting the PC to the M2Me_Connect service.

**2nd step :** Connecting the PC to the remote site.

## 4.1 Step 1 : Connecting the PC to the M2Me_Connect service

**If the « Sign-in to M2Me_Connect service at start up» checkbox has been selected,** the PC connects automatically to the service as soon as the software has been launched.

- **Otherwise, to connect the PC to the service,** click « Menu » and then « Sign-in to M2Me_Connect service ».

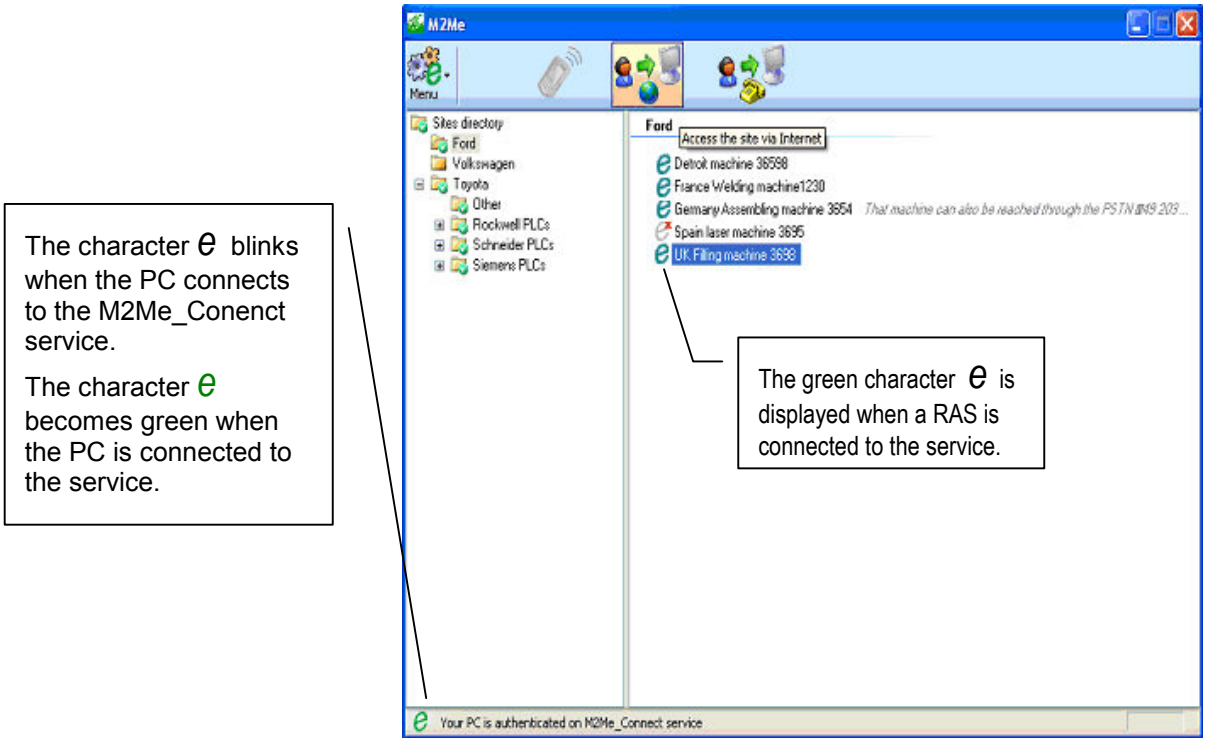
**During the connection,** , the message « Authentication on M2Me_Connect service » is displayed at the bottom of the screen.

**When the PC is connected to the service M2Me_Connect,**

the green character e is displayed at the bottom of the screen,
and

a green character e is displayed in front of each remote site connected to the service.

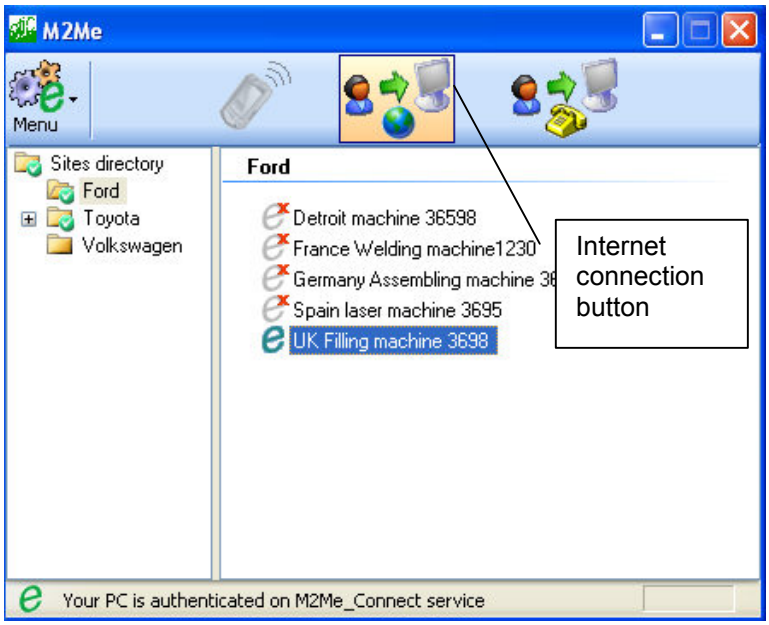
.


The character e blinks when the PC connects to the M2Me_Conenct service.
The character e becomes green when the PC is connected to the service.
M2Me
Menu
Sites directory
Ford
Volkswagen
Toyota
Other
Rockwell PLCs
Schneider PLCs
Siemens PLCs
Ford
Access the site via Internet
Detroit machine 36598
France Welding machine1230
Germany Assembling machine 3654
Spain laser machine 3695
UK Filling machine 3698
The green character e is displayed when a RAS is connected to the service.
Your PC is authenticated on M2Me_Connect service

### 4.2 Step 2 : Connecting the PC to a remote site

The PC can connect to a remote site through the M2Me service, if a green e character is displayed in front of the remote site label.

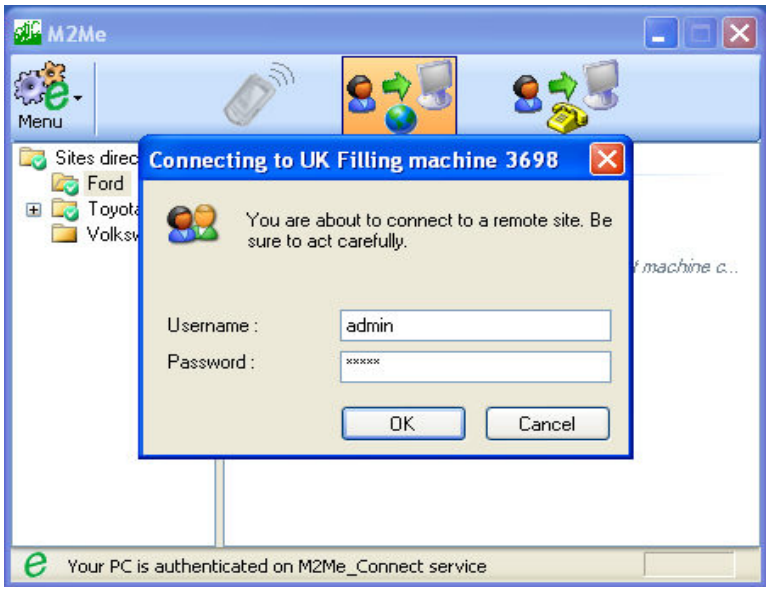
- Select the remote site.
- Click the Internet connection button.




The user ID window is displayed.

- Click OK to confirm or enter a new login and password.

Attention : The login and password must be stored in the RAS; otherwise the connection will be rejected.




When the PC is connected to the RAS, a safety message is displayed.

**If all precautions have been taken to act remotely without danger, click OK.**

Connecting to UK Filling machine 3698
The connection to UK Filling machine 3698 is established.
Be sure to act carefully when launching your application.
OK

A figurine is displayed in front of the line of the remote site to which the PC is connected.

An end to end VPN is established between the PC and the RAS-router of the remote site.

**The PC is now virtually connected to any authorised device of the remote network.**

- Once all remote operations have been completed, click the Disconnect button of the control bar.

The end to end secure connection from the PC to he RAS is cleared but the PC will remain connected to the M2Me_Connect service.

# 5 Connecting a PC to a remote site through the PSTN

If some sites are not connected to the Internet, the M2Me_Secure allows to connect the PC to such sites using its V90 modem and the telephone network.

To Crate a remote site reachable through the PSTN,

- Create a site, or select a remote site already created, right click and select the “Site properties “ menu.

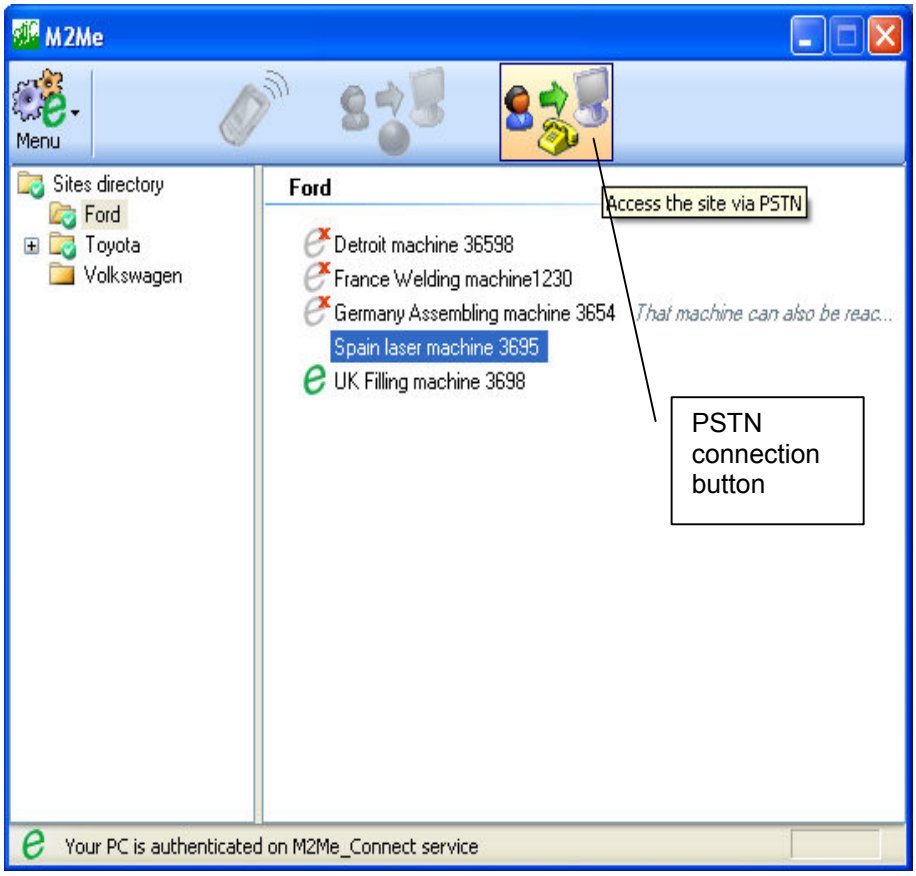
The “Properties” window is displayed.

- Select the “Connection” tab and then the “This site is reachable through the PSTN” checkbox.
- Enter the telephone number of the remote site.
- Click OK.

The site is now ready to be reached through the PSTN.

To connect the PC to that site,

- select the site and click the PSTN connection button.



## 6 Connecting a PC to a remote site directly through the Internet

For any reason, it may be useful to connect to a remote site directly through the Internet without using the M2Me_Connect service.

To do so, the properties the remote site must be configured properly :

- Create a site, or select a remote site already created, right click and select the “Site properties“ menu.

The “Properties” window is displayed.

- Select the “Connection” tab and then the “This site is reachable through the Internet” checkbox.
- Check the “This site is viewable through the M2Me_Connect service” checkbox is not selected.
- Enter the Product key of the RAS.
- Enter the host name or the IP address of the RAS.
- Click OK.

The site is now ready to be reached through the Internet with an IP address or a DNS name or a DynDNS name.

To connect the PC to that site,

- select the site and click the Internet connection button.

## 7 Saving or restoring the remote sites directory

We advise to save periodically the remote sites directory, especially if it contains a great number of sites.

In case of hard disk crash it might take a long time to acquire again each RAS-router and product key and to re-build the remote sites directory.

**To save the remote sites directory :**
- Click “Menu” and then “Options”.
- Select the “Maintenance” tab.
- Click “Save”, assign a name to the file and the select the location where the directory must be saved.

**To restore the remote sites directory file :**
- Click “Menu” and then “Options”.
- Select the “Maintenance” tab.
- Click “Restore”, select the file and restore it.

Remark :

The default location of the sites directory is as follows :
- WINDOWS XP : « Documents and settings/All users/Application data/ETIC Telecom /M2Me / V1.4.1.0 »,
WINDOWS Seven : « ProgramData/ETIC Telecom/M2Me/ V1.4.1.0 ».

The name of the sites directory is “carnet.xml”

## 8 Sharing the sites directory

The remote sites directory can be shared by several users.

Remark :
When the remote sites directory is shared by several users, and if one of the users deletes or creates a remote site, it will be stored in the shared remote sites directory only when the M2Me _secure software will be closed by the user of the PC.

It is why, we advise to designate only one of the users as the administrator in charge of managing (creating, deleting, modifying remote sites) the remote sites directory and saving it. The other users being only authorised to use the sites directory as it is.

**To share the remote sites directory,**

- Click “Menu” and then “Options”.
- Select the “Maintenance” tab.
- Select the browse button to set the location where the shared remote sites directory must be located.
- Do the same with the PCs of all the users.

# 1 Updating the M2Me_Secure software

**Step 1 : Check the location where the remote sites directory is stored.**

- Launch M2Me.
- Click “Menu” and then “Options”.
- Select the “Maintenance” tab.
- Copy « the remote sites location » into a text editor.

**Step 2 : Uninstall M2Me_Secure**

- Use the standard Windows procedure.

**Step 3 : Install the new M2Me_Secure version**

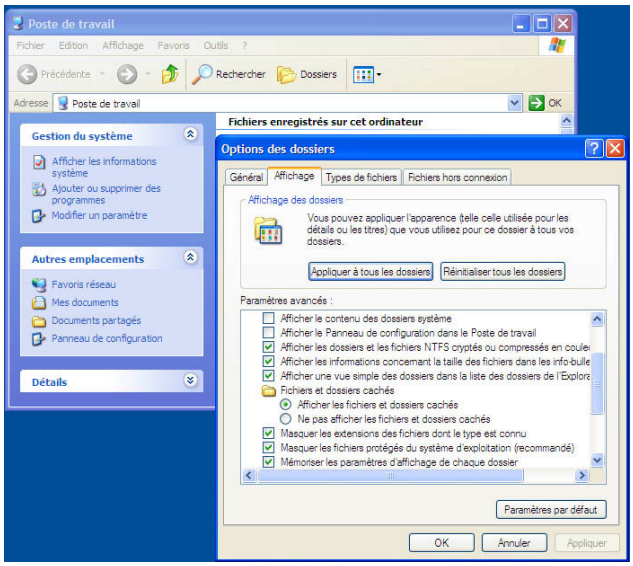
- See the installation procedure.

**Step 4 : Restore the X509 certificate**

The certificate is located In the M2Me folder of the deleted M2Me version. That folder has been preserved in spite of the removal of that version.

To restore the certificate, first authorise to show hidden files and folders, and then select and restore the certificate.

- To authorise to show the hidden files and folders,
  - Click Start / My computer
  - Select the Tools menu and Folders options
  - Select the View tab
  - **Click the “**show the hidden files and folders” option.




- Launch M2Me_Secure
- When the certificate installation window is displayed, select the location where the certificate is stored. That folder is

  - Windows XP : « Documents and settings/All users/Application data/ETIC Telecom/M2Me/VXYZ/ certificat.p12 »,
  - Windows Seven: « ProgramData/ETIC Telecom/M2Me/ VXYZ/ certificat.p12 ».

  Where VXYZ is the reference of deleted version of the M2Me_Secure.

**Step 5 : Restore the remote sites directory**

It is stored at the location checked at step 1.

**To restore the remote sites directory**

- Click "Menu" and then "Options".
- Select the "Maintenance" tab.
- Enter the location.

**Remark :**

The default location is :

- Windows XP : « Documents and settings/All users/Application data/ETIC Telecom/M2Me/VXYZ/ carnet.xml »,
- Windows Seven: « ProgramData/ETIC Telecom/M2Me/ VXYZ/ carnet.xml ».

Where VXYZ is the reference of the deleted version of the M2Me_Secure.

## 2 Tracing the connection

If the PC does not connect to the M2Me_Service

- Click « Menu » and then « Options ». The Options window is displayed.
- Select the "Trace the connection to M2Me_Connect service" checkbox and the "Trace the connection to the RAS" checkbox. The Monitor window is displayed.
- Connect the PC to the M2Me_Connect service.
- Copy the messages from the Monitor window to a word processing software and contact the hotline.

## 1 "internal error" message M2Me authentication or connection to the site

Close the software M2Me.
In network connections, verify that the two interfaces named "TAP WIN 32" are enabled.
In cases where these interfaces are disabled, you must enable a right click on each of the interfaces enable.

## 2 M2Me authentication or connection to the site isn't working

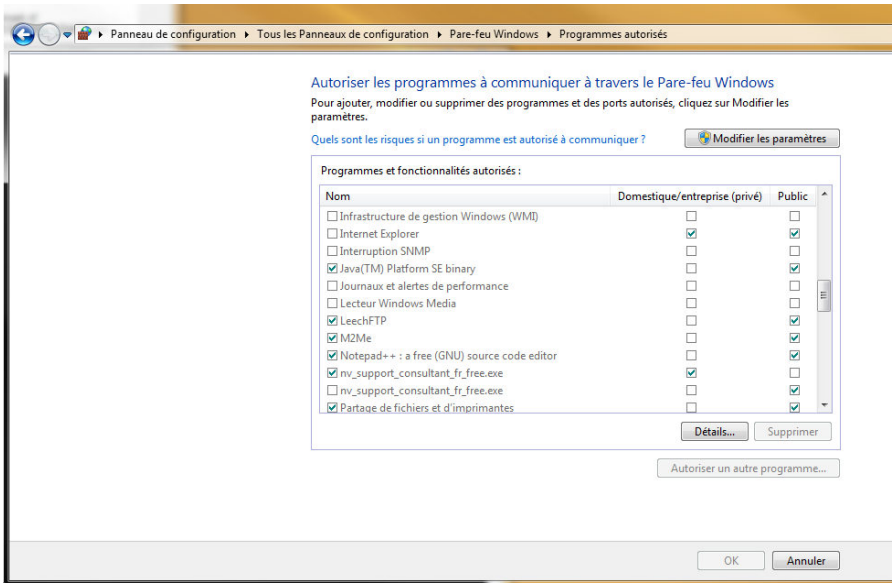
Check 1: Make sure that the software is executed as administrator.
See section 1.2.2 of the "INSTALLATION."

Check 2:
Close the software M2Me.
In network connections, disable the two interfaces named "TAP WIN 32".
Then you need to activate these two interfaces. (right click and enable)

M2Me run the software.

## 3 M2Me is authenticated but the site is not connected

Windows firewall blocks the DNS response.
For Windows Seven:
In "Control Panel", "Windows Firewall"
Selec the "Public" in line M2Me, and check the box "M2Me" is selected.


Panneau de configuration ▸ Tous les Panneaux de configuration ▸ Pare-feu Windows ▸ Programmes autorisés
Autoriser les programmes à communiquer à travers le Pare-feu Windows
Pour ajouter, modifier ou supprimer des programmes et des ports autorisés, cliquez sur Modifier les paramètres.
Quels sont les risques si un programme est autorisé à communiquer ?
Modifier les paramètres
Programmes et fonctionnalités autorisés :
Nom
Domestique/entreprise (privé)
Public
Infrastructure de gestion Windows (WMI)
Internet Explorer
Interruption SNMP
Java(TM) Platform SE binary
Journaux et alertes de performance
Lecteur Windows Media
LeechFTP
M2Me
Notepad++ : a free (GNU) source code editor
nv_support_consultant_fr_free.exe
nv_support_consultant_fr_free.exe
Partage de fichiers et d'imprimantes
Détails...
Supprimer
Autoriser un autre programme...
OK
Annuler

**The table hereafter is the list of the Information which are needed to configure the connection from the PC to the M2Me_Connect service.**

| | |
|---|---|
| Transport protocol (TCP or UDP)<br><br>Attention TCP & the port nr 443 is the only solution if a proxy server filters the connection to the Internet. | |
| TLS port Nr<br>UDP : 1194 – 5000 – 50000 to 51000<br>TCP : Idem + 80 & 443 | |
| Proxy server IP address | |
| Type of the Proxy Server<br>(HTTP or SOCKS5) | |
| Proxy Server Login | |
| Proxy Server password | |

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